

# Child Care Counts: Provider Portal Upload Guide

FALL 2021

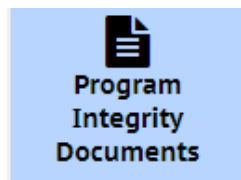
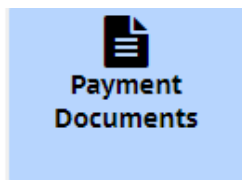


Wisconsin Department of  
Children and Families

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

# About This Guide

This guide details how to use DCF's [Child Care Provider Portal](#) document upload function. It also contains information on how to prepare printed materials for upload.



**Please provide only the required information for the program(s) you are applying for.**

If you have any questions or need assistance, please email [DCFDECECOVID19CCPayments@wisconsin.gov](mailto:DCFDECECOVID19CCPayments@wisconsin.gov) or call and leave your detailed questions at 608-535-3650.

**Please note – email is recommended for a faster response.**



## CHILD CARE PROVIDER PORTAL TIME OUT

The Child Care Provider Portal will time out after 20 minutes of inactivity, which forces users to log back in.



## CHILD CARE PROVIDER PORTAL SUPPORT

Documents must be uploaded to the [Child Care Provider Portal](#). Information about [applying for access can be found here](#) and you can view a short [instructional video here](#). If you need help gaining access to the Child Care Provider Portal, please email: [DCFPlcBECRCBU@wisconsin.gov](mailto:DCFPlcBECRCBU@wisconsin.gov).

# Types of Documents

This new round of Child Care Counts: Stabilization Payment programs requires you to upload a variety of documents across three categories.

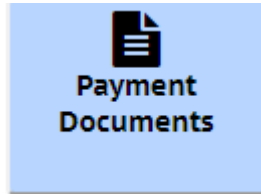


## Verification Documents

These are required during your initial application and may also be requested in future Monthly Update Weeks.

**This includes:**  
Child Attendance  
Records

Staff Employment  
Records

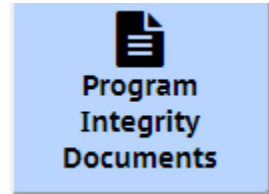


## Payment Documents

This is only required if you are not registered with FIS and want to receive a check from DCF.

**Note:** if you have previously submitted a W-9 and do not have any changes, you do not need to submit a new one

**This includes:**  
W-9



## Program Integrity Documents

These are required **ONLY** when you are notified of an audit and asked to submit them for program review.

**This includes:**  
Staff Payroll Records

Child Attendance  
Records

Documentation of use  
of funds:  
Receipts  
Ledgers  
Bank statements  
Other documentation as  
requested

# Preparing Your Documentation for Upload - Getting paper records onto your computer

## **SCAN WITH A HOME SCANNER/COPIER/PRINTER**

These steps can vary between device models. Follow the instructions that came with your device. Scan and save as a PDF or JPEG – both of which are acceptable file types in the Child Care Provider Portal Program Integrity Document Upload.

## **USE YOUR PHONE**

Take a photograph of each document you want to upload and save it as a JPEG. You can then email that image to yourself from your phone or download it to your computer.

Try to avoid using flash. Instead take the photograph in a brightly lit area for best results.

## **USE PHONE SCANNER SOFTWARE**

There are phone scanner applications available in the app stores, such as Adobe Scan, Microsoft Office Lens, Google Drive App, or Apple Notes. Follow the prompts in the app to place and scan your documents. Transfer to your computer and upload.

## **Naming Your Files**

When possible, please name your files beginning with “CCC.” For example, **“CCCTimesheets March 1 to March 15”**.

# Preparing Your Documentation for Upload

## Getting your paper records onto your computer

There are a few general rules you can follow to improve the quality of your scanned documents.

- Files must be uploaded as PDF, JPG, or Word format.
- **Individual file size cannot be larger than 10MB. This is equivalent to about 20 pages.** You may need to split your documents into smaller batches to ensure they will upload properly.
- Try to make sure the documents aren't folded or crumpled. If they are, try to make them as flat as possible.
- Make sure details are easy to read. Make sure they are not blurry or fuzzy.
- Keep the background simple and free of items when phone scanning. Place documents on a sheet of white paper or paper of a solid color.
- When scanning, use 300 dpi to ensure your files are legible.
- Try to avoid using flash.
- Photograph your document in a brightly lit area for best results.



# UPLOAD VERIFICATION DOCUMENTS

# Verification Documents



You **must** upload verification documents with your initial application, and when requested during future Monthly Update Weeks.

## Required Documents

### Program A:

Child attendance records

### Program B:

Staff payroll records

Child attendance records (this is only required if you have **not** already uploaded them with your Program A application)

The time frame that your documents must cover will vary with each Application/Update week. These dates will be displayed in the application in the Child Care Provider Portal.

Documents		
Date	Type	
No results found.		

Please upload documentation that shows evidence that the children entered in this application are enrolled and in attendance for this facility. For example:

1. Children Attendance Records from 9/26/2021 to 10/9/2021

Document Type \*

Upload File

Upload Document



## Logging in

Child Care Provider Portal

1

Enter the username and password that you used for CCPI.

User ID

Password

☐ Show Password

☒ Remember Me

☐ Enable Keyboard Accessibility Features

☐ Enable Screen Reader Features

Login

Request access and update your user profile in [Account Management](#).

For additional information, visit the [DCF Portal Info](#) webpage.

About DCF

Public Meetings

Careers

Request Records

Contact Us

Wisconsin.gov

Press

The Department of Children and Families, protecting children, strengthening families, building communities.

## 1. Login Screen

Go to <https://mywchildcareproviders.wisconsin.gov/>

Type your **User ID** and **Password** into the appropriate fields.  
Click the **Login** button to continue.

[illegible]

The screenshot shows the Maryland Department of Health Care Services website. At the top, there is a navigation bar with the text "Care Provider Portal" and "Home, Laura". Below this is a blue header with the word "Home" and a search bar. The search bar contains the text "Search Criteria" and "Search Results". Below the search bar, there is a table with the following columns: "Business Name", "Provider-LOC", "Facility ID", "FDS Number", and "Address". The table contains one row of data: "Annapolis Child Care Etc.", "2800019412-001", "1122341", "D101263", and "111 New Address Annapolis, MD 22343-6789". To the right of the table, there is a red box highlighting a "View" button with a right-pointing arrow.

Business Name	Provider-LOC	Facility ID	FDS Number	Address
Annapolis Child Care Etc.	2800019412-001	1122341	D101263	111 New Address Annapolis, MD 22343-6789

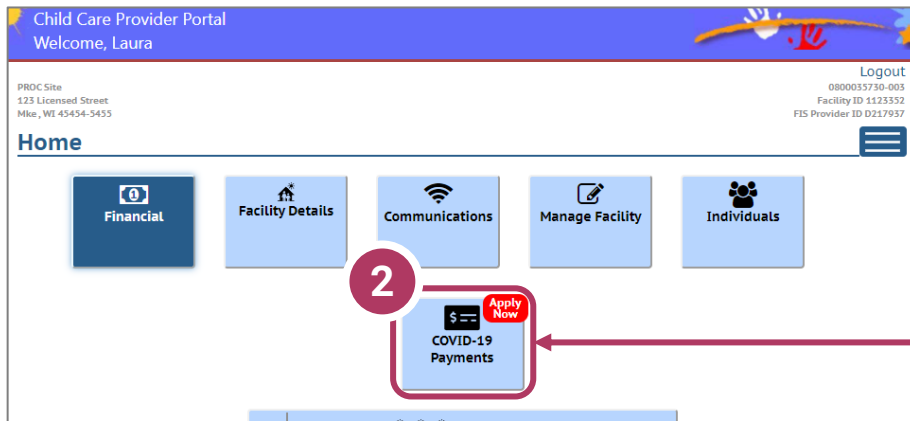
Below the table, there is a navigation bar with the following links: "About DCF", "Public Meetings", "Careers", "Request Records", "Contact Us", "Wisconsin.gov", and "Press".

At the bottom of the page, there is a footer with the text "Update SPA CWA Privileges" and "The Department of Children and Families, protecting children, strengthening families, building communities."

Depending on whether you have one or more locations, your **Home** screen may look like option A – multiple locations, or option B – a single location.

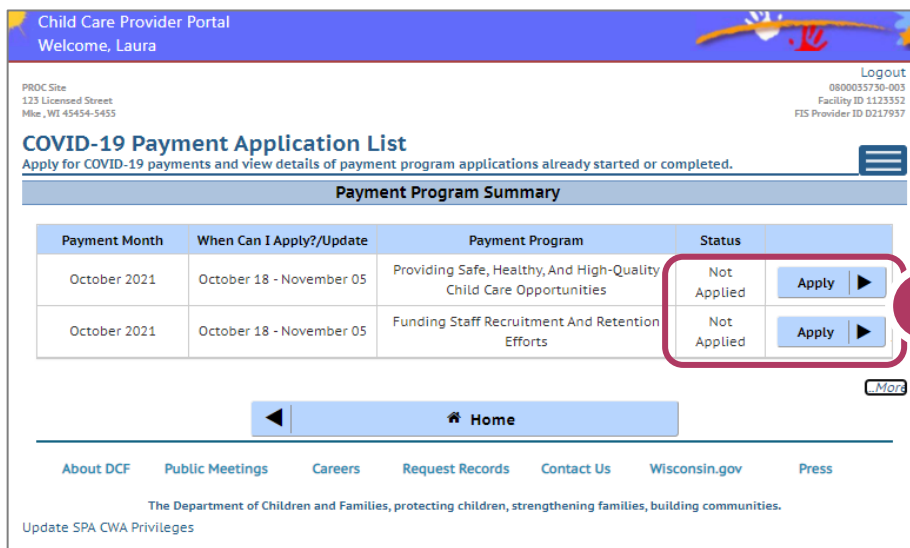
Click the location you want to make your application for.

# COVID-19 Payments Button



## 2. Select COVID-19 payments

To proceed to the application page, click the **COVID-19 Payments** button



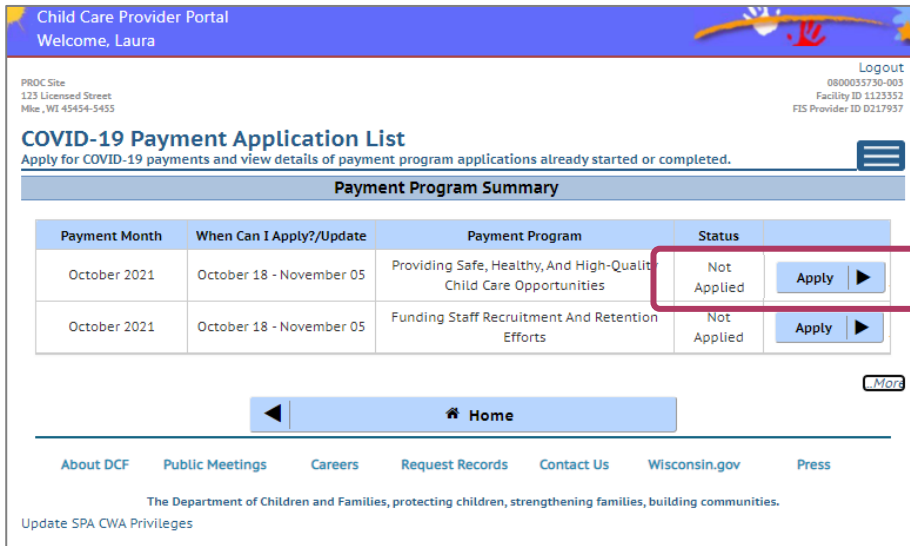
## 3. Select your payment program to get started

Select the **program** you are going to apply for. If eligible, you can apply for both.

Remember if you need to, you can go back in after submitting your application for a payment program and add additional documents to the application.

# Adding Documents to a New Application

Select the new **program period** you wish to apply for. The status will say 'Not Applied, and the button will say **Apply**.



Child Care Provider Portal  
Welcome, Laura

PROC Site  
123 Licensed Street  
Mke, WI 45454-5455

Logout  
0800035730-003  
Facility ID 1123352  
FIS Provider ID D217937

### COVID-19 Payment Application List

Apply for COVID-19 payments and view details of payment program applications already started or completed.

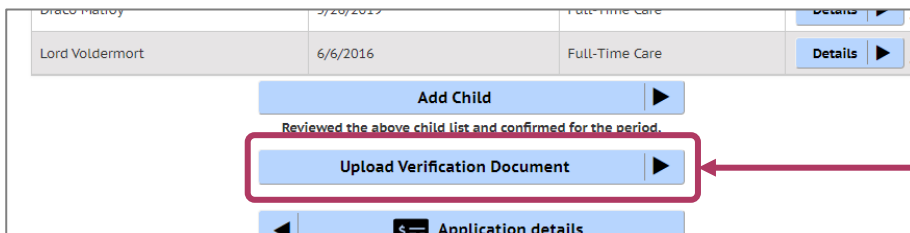
Payment Month	When Can I Apply?/Update	Payment Program	Status	
October 2021	October 18 - November 05	Providing Safe, Healthy, And High-Quality Child Care Opportunities	Not Applied	<b>Apply</b> ▶
October 2021	October 18 - November 05	Funding Staff Recruitment And Retention Efforts	Not Applied	<b>Apply</b> ▶

Home

About DCF Public Meetings Careers Request Records Contact Us Wisconsin.gov Press

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Update SPA CWA Privileges

Go through the steps to fill out your application as normal. **Before you can submit your application, you must first upload required verification for each payment program.**



Program	Period	Program	Details
Lord Voldemort	6/6/2016	Full-Time Care	<b>Details</b> ▶

**Add Child** ▶

Reviewed the above child list and confirmed for the period.

**Upload Verification Document** ▶

Application details

# Upload Verification Documents

4

4. To proceed to the Upload Verification Document screen, click the button.

You will be taken to the **Verification Documents** page. If applying for both programs, you will upload children's attendance records in Program A, and then upload staff records in Program B.

**For example:**

- Select the file type, from the drop-down – we are choosing **Employee Payroll Records**.
- Click **upload** to select the file from your computer
- Then choose **Save Documents**
- The document will be added to your list. When you have uploaded the required documents, click the **Save Document** button.

Name	Date of Birth	Care Type	Details
Joe Soap	7/11/2014	Full-Time Care	Details
Severus Snape	8/15/2016	Full-Time Care	Details
Albus Dumbledore	7/11/2016	Full-Time Care	Details
Tom Riddle	9/23/2015	Full-Time Care	Details
Draco Malfoy	5/26/2019	Full-Time Care	Details
Lord Voldemort	6/6/2016	Full-Time Care	Details

Common Details  
Payment Month: October 2021  
Grantee Name: Licensed, Lisa

Buttons: Add Child, Upload Verification Document, Application details

COVID-19 Verification Documents

Documents

Date	Type	View
10/26/21	Child Document: Children Attendance Records	View

Document Type dropdown menu options: Employee Payroll Records, Children Attendance Records, Notification Of Wage Increases, Paystubs, Schedules, Timesheets, Request Records

Document Type dropdown menu options: Employee Payroll Records, Children Attendance Records, Notification Of Wage Increases, Paystubs, Schedules, Timesheets, Request Records

Document Type dropdown menu options: Employee Payroll Records, Children Attendance Records, Notification Of Wage Increases, Paystubs, Schedules, Timesheets, Request Records

Buttons: Upload Document, Save Documents, Application details

# Upload Verification Documents

5. If you try to submit your application without the required documents, you will get an error message. You **cannot** submit your application **without** the required documents.

**COVID-19 Payments - Submit Application**

Child verification documents are required in order to submit this application.

5

Common Details	
Payment Month	October 2021
Grantee Name	Rory, Mick

[...More](#)

Payment Program Details for <i>Providing Safe, Healthy, And High-Quality Child Care Opportunities</i>	
Payment Program	Providing Safe, Healthy, And High-Quality Child Care Opportunities
Grant Application ID	P000000390
Number of Children attended	4
Grant Status	Incomplete

### Terms and Conditions

Confirmation and Acceptance of Funds

- I certify that all information provided in this application is true and correct to the best of my knowledge.
- By accepting Child Care Counts Stabilization Payment Program funds, I agree to all items included in these Terms and Conditions.
- I will pay at least the same amount in staff weekly wages and maintain the same benefits for the duration of the payment program in which I receive funding.
- I will not involuntarily furlough (lay off without pay) staff who appear on my center's application. CCC funds for staff may be halted.

# Adding or Updating Documents in a Submitted Application

If you need to upload or update a verification document after you have submitted your completed application, simply log in to your completed application and click the **Upload Verification Document** button to add a new or updated document.

Child Care Provider Portal  
Welcome, Laura

Logout  
0800035730-003  
Facility ID 1123352  
FIS Provider ID D217937

PROC Site  
123 Licensed Street  
Mke., WI 54544-5455

**COVID-19 Payments – Application Details**

Common Details

Grantee First Name

Lisa

Grantee Middle Initial

Grantee Last Name

Licensed

Grantee Email

lisa@licensedcenter.com

Grantee Phone

(121) 212-1212

Payment Month

October 2021

Was your facility open on 10/08/2021?

Yes

Did your facility serve any children with disabilities?

No

Did your facility serve any children who speak languages other than English?

No

Did your facility serve any children who are experiencing homelessness?

No

Did your facility serve any children from tribal communities?

No

Modify Common Details

Payment Program Details for Providing Safe, Healthy, And High-Quality Child Care Opportunities

Payment Program

Providing Safe, Healthy, And High-Quality Child Care Opportunities

Grant Application ID

P000000383

Number of Children attended

6

Grant Status

Submitted  
(view Terms and Conditions)

Modify Application Details

Temporary Closure

Children

**Upload Verification Document**

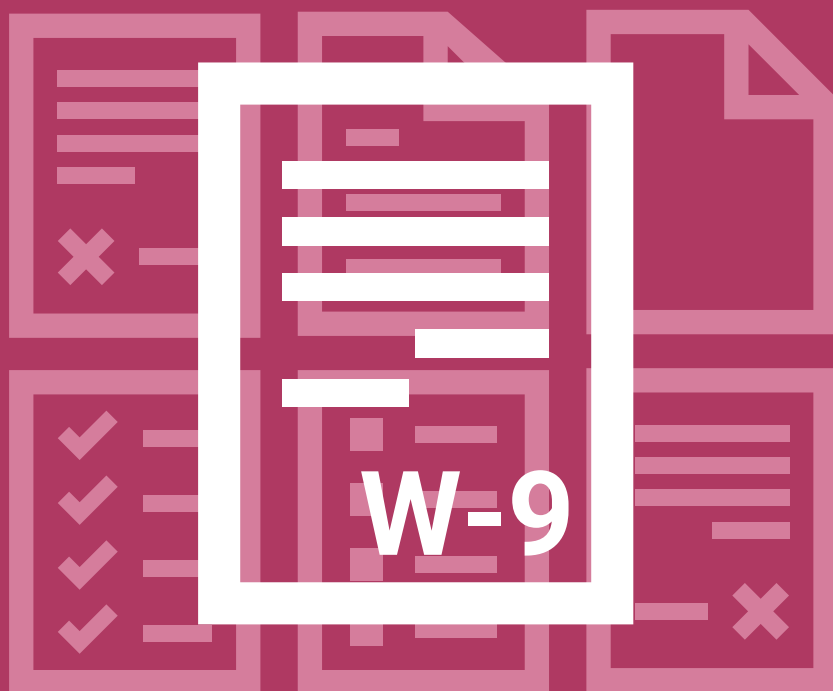
Payment Documents

Program Integrity Documents

Payment Program Summary

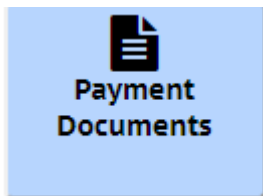
[About DCF](#) [Public Meetings](#) [Careers](#) [Request Records](#) [Contact Us](#) [Wisconsin.gov](#) [Press](#)

The Department of Children and Families, protecting children, strengthening families, building communities.  
Update SPA CWA Privileges



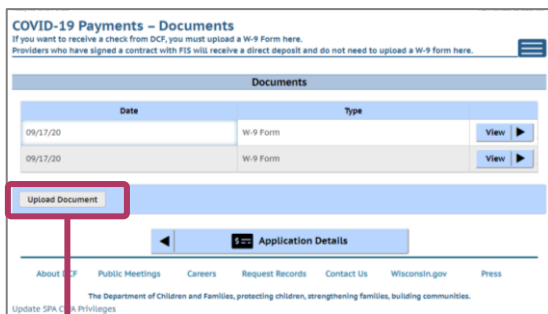
# UPLOAD PAYMENT DOCUMENTS

# Payment Documents



If you want to receive a check from DCF, you must upload a completed **W-9 Form** in PDF format. Providers who have signed a contract with FIS will receive a direct deposit and do not need to upload a W-9 form here.

This applies to Programs A & B, unless you have signed a contract with FIS and receive direct deposit payments.



**COVID-19 Payments - Documents**  
If you want to receive a check from DCF, you must upload a W-9 Form here.  
Providers who have signed a contract with FIS will receive a direct deposit and do not need to upload a W-9 form here.

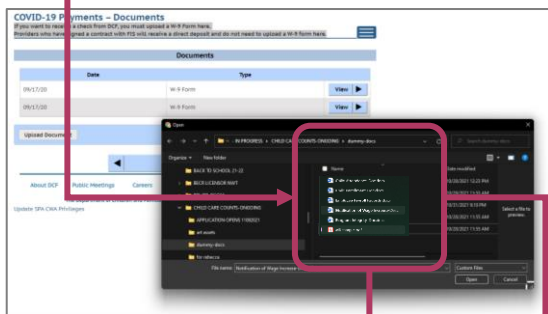
Date	Type	View
09/17/20	W-9 Form	View
09/17/20	W-9 Form	View

**Upload Document**

Initially this will be blank. If uploading a second W-9 or multiple W-9 forms, they will be listed here.

To add a W-9 to the application, click **Upload Document**.

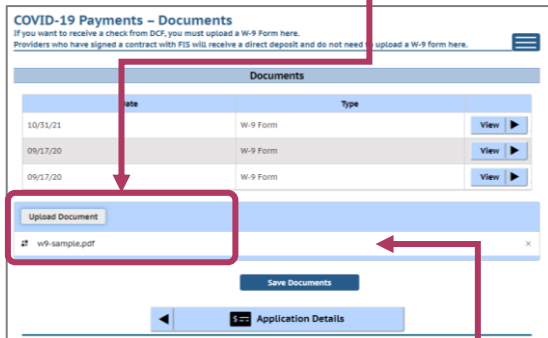
Locate the file on your device. The W-9 document you upload should be in PDF format. Select **Open** to upload your file.



**COVID-19 Payments - Documents**  
If you want to receive a check from DCF, you must upload a W-9 Form here.  
Providers who have signed a contract with FIS will receive a direct deposit and do not need to upload a W-9 form here.

Date	Type	View
09/17/20	W-9 Form	View
09/17/20	W-9 Form	View

**Upload Document**



**COVID-19 Payments - Documents**  
If you want to receive a check from DCF, you must upload a W-9 Form here.  
Providers who have signed a contract with FIS will receive a direct deposit and do not need to upload a W-9 form here.

Date	Type	View
10/31/21	W-9 Form	View
09/17/20	W-9 Form	View
09/17/20	W-9 Form	View

**Upload Document**

w9-sample.pdf

**Save Documents**

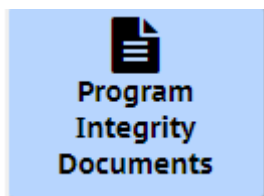
Once the file uploads, it appears underneath the **Upload Document** button. Click **Save Documents** and the document will be saved to your **Documents** list.





# **UPLOAD PROGRAM INTEGRITY DOCUMENTS**

# Program Integrity Documents

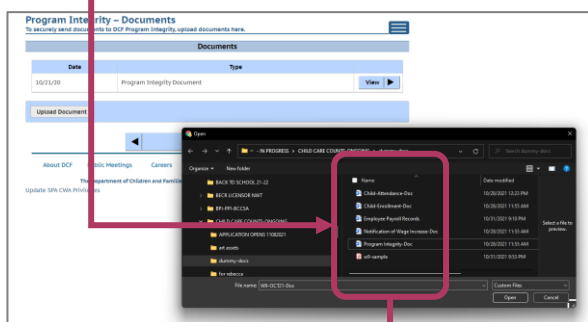
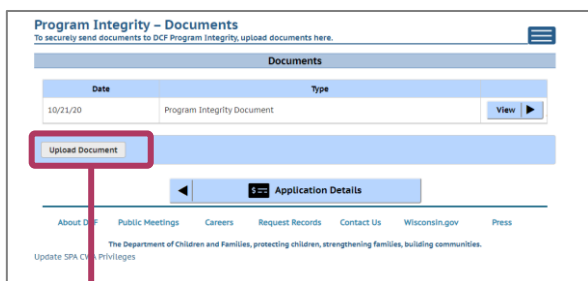


In the event of an audit, you will be asked to submit Program Integrity-related documents to DCF. To securely send these documents to DCF Program Integrity, upload documents using this tool.

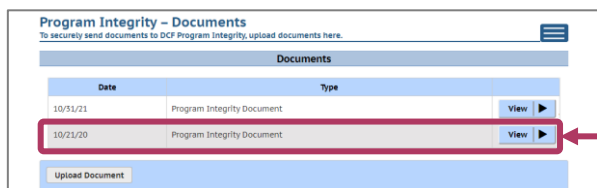
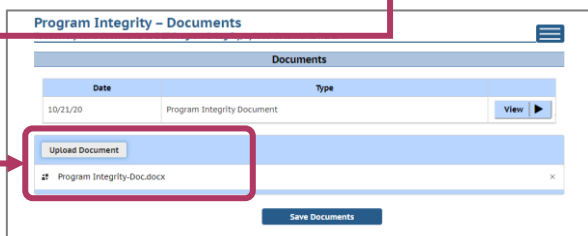
These can include staff records, allowable expenses, receipts, ledgers, and invoices.

Initially this will be blank. As files are added, they will be listed. To add a Program Integrity-related document, click **Upload Document**.

Locate the file on your device. Select **Open** to upload your file.



Once the file uploads, it appears underneath the **Upload Document** button. Click **Save Documents** and the document will be saved to your **Documents** list.





# UPLOAD ON MOBILE DEVICES

# Uploading Documents from Your Mobile Device

The example below is just focused on uploading documents from a mobile device. The interface you use is different from using a web browser such as Safari, Chrome, or Firefox on a desktop computer, but the steps are almost identical.

This example assumes you have your documents ready for upload in the correct file format – PDF, JPG, or Word format.

**It also assumes that you have prepared the files so that an individual files size is not larger than 10MB. This is equivalent to about 20 pages.**

**If this is not the case,** you will need to split your documents into smaller batches with fewer pages or single pages to ensure they will upload properly.

# Logging in

## 1. Login Screen

Go to

<https://mywchildcareproviders.wisconsin.gov>

Type your **User ID** and **Password** into the appropriate fields.

Click the **Login** button to continue.

Child Care Provider Portal

Logging in

Logging CCPI Users can log in with the same User ID and password that you used for CCPI.

User ID

Password

☐ Show Password

☐ Remember Me

☐ Enable Screen Reader Features

[Hide Options](#)

Login

Request access and update your user profile in [Account Management](#)

For additional information visit the [DCF](#)

yournamehere

Password

••••••••



My Facilities		
PROC Site 123 Licensed Street Mike , WI 45454-5455	0800035730-003	▶
Suzy Q's 709 Robert Rd Durand , WI 54736	1800039661-001	▶
Lakeland Group Centre 334 W Main St Madison , WI 53703-3115	2800040092-001	▶
Lakeland In Rotorua Nz Day Camp 987 Napier Rd Rotorua , WI 12121	2800040092-002	▶
Emergency Site 123 Urgent Ct Coronaville , WI 45454-5454	2800040092-005	▶
Randy's Preschool Fis 205 Corporate Dr Mike , WI 53206	3800036563-001	▶
Certified Dream Kids Place 3020 S New Street St Milwaukee , WI 53215-3664	4800040004-001	▶
Holly's Rainbow 1311 9Th Ave	7800039777-002	▶

## IMPORTANT REMINDER: Default Home Screen

After you log in, the default home screen displays if you only have access to one facility/location.

If you have access to **multiple sites**, a list of facilities displays like this example on the left.

Screens from iPhone

# Covid-19 Payments Button



## 2. COVID-19 Payments Button

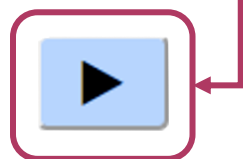
On the *COVID-19 Emergency Information* page, scroll to the bottom of the page and tap on the **COVID-19 Payments** button.



## 3. Select the Payment Program you want to apply for.

You will be taken to a screen listing all the payment programs.

Choose the program you want to apply for and click the apply button.



# Proceed with the application process

## 4. Upload Verification Documents

Whether you select Payment Program A or Payment Program B, you will be required to upload documents as part of that application.

In our example we have reached the point in the application where we are required to upload our first Verification Document.

Note the instructions describing what documentation you need to upload.

Ensure you have the correct documentation, and that it is the correct format and size.

Before you upload your document, select the **Document Type** that you are uploading from the drop-down.

4

### COVID-19 Verification Documents

Documents

Date	Type	
No results found.		

If this is your initial application, you must upload documentation that shows evidence that staff entered are on the payroll during the Count Week 9/26/2021 - 10/9/2021 before you can submit your application. If you are only applying for Program B, you must also upload attendance records to verify child attendance for the Count Week 9/26/2021 - 10/9/2021.

As you update staff information each month, you may be notified to provide additional records.

1. Staff full name
2. Staff current hourly wage or yearly salary
3. Schedule or worked hours (confirm part-time or full-time status)

Failure to upload documents may result in denial of Program B funds.

If you have any questions or need assistance, please refer to [Provider Portal Upload Guide](#) or contact the call center at: [DCFDECECOVID19CCPayments@wisconsin.gov](mailto:DCFDECECOVID19CCPayments@wisconsin.gov)

When uploading you should know:

1. Files should be uploaded as PDF, JPG, or Word format.
2. Individual file size cannot be larger than 10MB. If you have a scanner/copier that does multiple pages into a PDF, that's equivalent to about 20 pages.

Document Type \*

Upload File

Document Type \*

Employee Payroll Records

Children Attendance Records

Employee Payroll Records

Employment Letter (Staff Or Self)

Paystubs

Schedules

Timesheets

Details

# Document Upload

5

*Tip: If you have a scanner/copier that does multiple pages into a PDF, that's equivalent to about 20 pages.*

Document

Type \*

Employee Payroll Records

Upload File

Take Picture

Photo Library

Take Photo

Choose File

Recents



Cancel

Search



15:41

On My iPhone

12:52

On My iPhone

11:07

iCloud Drive

## 5. Take Picture

Tap **Take Picture** to either take a picture with your smartphone's camera or upload a picture or file from your phone's photo or documents library.

## 6. Select your documents.

Follow the on-screen prompts from your smartphone to select the images or documents you want to upload. After each one has successfully uploaded, you must tap **Save Documents**.

Document

Type \*

Employee Payroll Records

Upload File

Take Picture



'dc8916ffcea9378f6cf560d8ea9e...



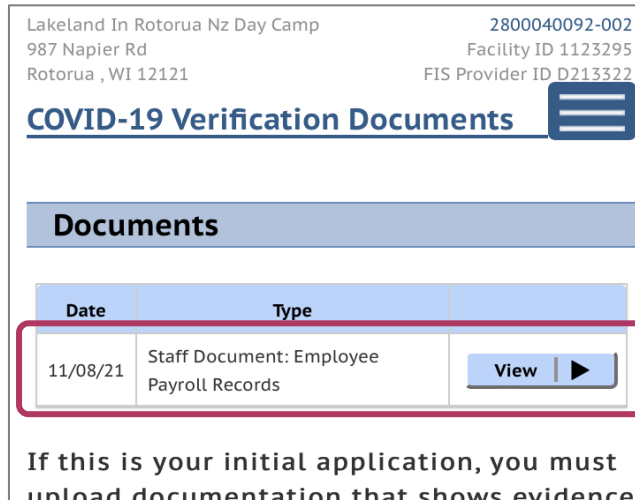
Save Documents

Staff



## Documents uploaded

When all documents have been successfully uploaded, your **Documents** screen should look like this – with the uploaded files listed. In the example below, we successfully uploaded our first document.



The screenshot shows a web interface for "COVID-19 Verification Documents". At the top, it displays facility information: "Lakeland In Rotorua Nz Day Camp", "987 Napier Rd", "Rotorua , WI 12121", "2800040092-002", "Facility ID 1123295", and "FIS Provider ID D213322". Below this is a header "COVID-19 Verification Documents" with a menu icon. A section titled "Documents" contains a table with the following data:

Date	Type	
11/08/21	Staff Document: Employee Payroll Records	<a href="#">View</a> ▶

Below the table, there is a note: "If this is your initial application, you must upload documentation that shows evidence". A red box highlights the first row of the table, and a red arrow points from the right margin to the "View" button.

Repeat Steps 5 & 6 until you have attached all the required documents.

